Servicing and Maintenance

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General Notes

Servicing by trained personnel

Regular and proper servicing is necessary in order to ensure that the device is permanently ready for operation.

Qualification

Servicing and repair work may only be carried out by appropriately qualified personnel. The safety, reliability and long service life of the device depend on such work being carried out correctly.

➠ Damage which is caused by improper servicing, repairs or care is the responsibility of the person causing it.

Manufacturer service

For reliable servicing, maintenance, diagnosis and fault correction please contact your supplier, the nearest customer service centre or any other service centres authorised by the manufacturer.

Safety

➠ Dangerous situations can arise during servicing and repair work. Accidents can be caused by mechanical or electrical influences if the appropriate safety instructions are not heeded.

Therefore, pay attention to the following:

- *Switch off the device during servicing, repair and care work.*
- *Before opening the housing disconnect the device from the main power supply!*
- *Take the utmost care when cleaning the cutter!*
- *Diagnosis work and setting alterations should only be carried out with the greatest caution if the device is still running (danger of injury from rotating and cutting parts, danger of accidents from electrical influences).*
- *Before putting the device back into operation, restore it to a safe condition (replace all covers etc.).*

Fault correction

Status

In the event of faults occurring on the device, evaluate the status reports of the device before doing anything. Read the corresponding chapter in this documentation.

Call servicing

If you are not authorised to carry out diagnosis and fault correction work, call your technician or the authorised service. The appropriate documentation and spare parts are available to the service personnel in order to carry out repair work of a sufficient quality.

Ordering spare parts

Only use original spare parts from the manufacturer. The use of parts which do not satisfy the high demands set by the printer manufacturer can cause unnecessary problems.

The following information is necessary when ordering:

Order information

- Type of device
- Serial number of the device
- Optional fittings for the device
- Designation and part number of the spare part
- Number of parts required

Servicing and cleaning

Notes for cleaning

Intervals

Regular servicing and cleaning work is necessary for safe operation and high running performance. The servicing intervals are dependent on the operation and ambient conditions, daily operating times and the print medium.

Cleaning agents

You can use commercially available neutral cleaning agents for cleaning the outer surfaces. Special cleaning agents are required for cleaning interior parts (see the following section).

- Do not use any cleaning agents which could damage or destroy the coating surfaces, labelling, the display, type plates, electrical components etc.
- Under no circumstances should you use scouring or synthetic solvent cleaning agents. Avoid acidic and alkaline solutions.

Note

Regularly clean the print head and feed roller of paper, adhesive and ink residues. You should use cleaning fuel for the print head, and roller cleaner for the feed roller.

Cleaning the print head

1. Switch off the device.
2. Pull out the plug.
3. Remove material and ribbon.
4. Unscrew the 2 Allan key print head fastening screws (1). First pull the print head (2) down and then out of the print module (5).

The print head is more easily accessible if the print roller (3) is removed first.

➔ To do this, unscrew the thumb screw (4) and pull the print roller (3) out of its mounting.

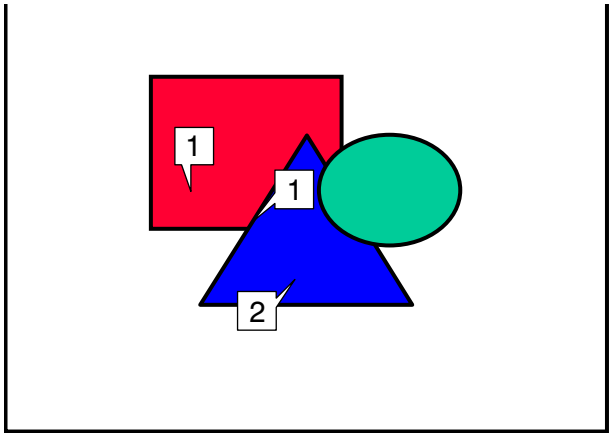
❍ Additional information about removing the print roller can be found in the section "Replacing the print roller" in the chapter "Commissioning and Operation".

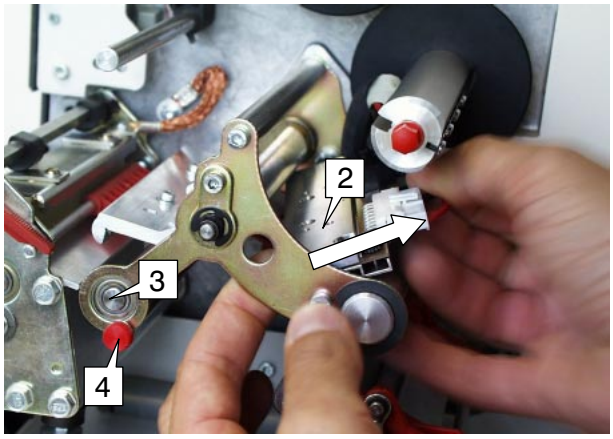
The print head is a sensitive electronic component and can be damaged by electrostatic charges. Therefore, before coming into contact with the print head discharge any bodily static electricity by touching the base plate of the printer. The print head may or does not need to be removed.

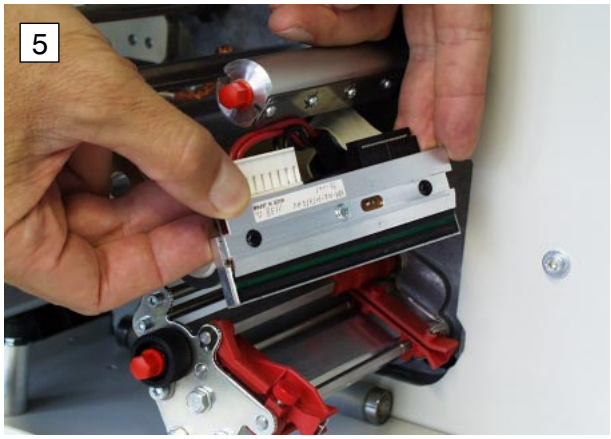
5. Clean the print head using a dust-free cloth and cleaning fuel.

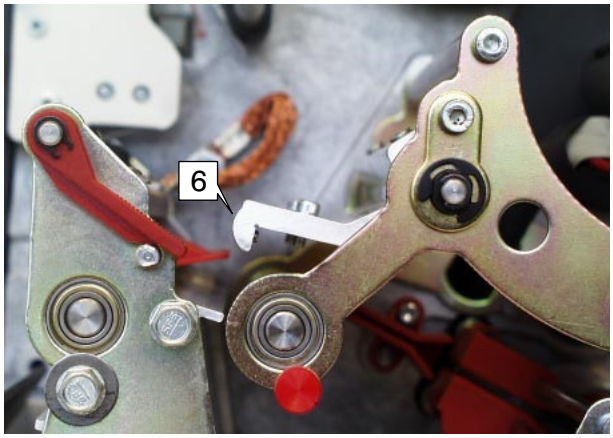
Do not use any objects with sharp edges. Metal objects may never be allowed to come into contact with the print head surface!

6. After cleaning, return the print head to its old position by pressing the print head on both sides against the two setting screws (6) in the head mounting. At the same time tighten the fastening screws.
7. Before switching on the device check whether the print head cable is still properly connected. If not, plug in the cable correctly.









Changing the print head

1. Switch off the device.
2. Pull out the plug.
3. Remove material and ribbon.
4. Pull out both plugs from the print head in a horizontal direction.

➡ Wait at least 3 minutes after switching off the device before removing the print head cable from the print head.

5. Carefully remove the print head from the print module as described in the section "Cleaning the print head".

➡ The print head is a sensitive electronic component and can be damaged by electrostatic charges. Therefore, before coming into contact with the print head discharge any bodily static electricity by touching the base plate of the printer. The print head may not be touched on the print bar or on the plug-in contacts.

8. Install the print head as described in the section "Cleaning the print head".

➡ Before doing this make a note of the resistance value of the print head (read off from the print head). When placing the print head on the print head mounting, ensure that the print head sits on both of the setting screws in the head mounting.

12. Plug the print head cable back into the print head.
13. The resistance value of the print head must be entered after commissioning using the parameter "HRES".

➡ Entering a false value can damage the print head!

If necessary

14. Manufacturing tolerances at the print head may mean that it is necessary to push the print head either in or against the print direction. This is achieved by slightly turning the two grub screws on the front panel of the print head bracket when the lock screws are loose. The optimum setting can be established by running some test prints.

Feed roller

➡ Clean the feed roller regularly of paper, adhesive and ink residue using roller cleaner.

Cleaning the print roller

1. Switch off the device.
2. Pull out the plug.
3. Remove material and ribbon.
4. Remove the print roller as described in the section "Replacing the contact roller" in the chapter "Commissioning and Operation".
5. Only clean the print roller with a dust-free cloth and roller cleaner.

➠ Never use cutters or sharp-edged objects to clean the rollers!

Transport rollers

The transport rollers and plastic rollers should also be cleaned occasionally.

Keeping impurities and dirt of any description away from the printing area generally increases the running performance of the printer, and especially that of the print head. The print image is also adversely affected by dirt and other impurities.

6. After cleaning replace the print roller in its previous position and tighten the thumb screw.
7. Before switching on the device check whether the print head cable is still properly connected. If not, plug in the cable correctly.

Photoelectric switches

The photoelectric switches must be cleaned of material and dust particles at regular intervals depending on the materials used.

Cleaning the gap/reflex photoelectric switch

1. Switch off the device.
2. Pull out the plug.
3. Remove material and ribbon.
4. Push the gap photoelectric switch to its maximum width (more accessible).
5. Clean the gap photoelectric switch with compressed air (compressed air can be ordered in a can as an accessory).

➠ Also use cleaning fuel and a dust-free cloth if it is particularly dirty.

❍ An illustration of the gap photoelectric switch can be found in the section "Setting the gap photoelectric switch" in the chapter "Setup".

Cleaning the material end photoelectric switch

The material end photoelectric switch is located on the inner red material feed on the print module. It is necessary to regularly clean the photoelectric switch of material and dust particles. The cleaning intervals are dependent on the materials being used.

➔ Clean the material end photoelectric switch with compressed air (compressed air can be ordered in a can as an accessory).

➠ Also use cleaning fuel and a dust-free cloth if it is particularly dirty.

❍ An illustration of the material end photoelectric switch can be found in the section "Inserting label material" in the chapter "Setup".

Cleaning the rollers and shafts

The material and ribbon deflector points must be regularly cleaned of material and deposits. The cleaning intervals are dependent on the materials being used.

➔ Use cleaning fuel to clean the material-/ribbon deflector rollers and shafts.

➠ Dirty surfaces impair material and ribbon feed, thereby reducing the possible print quality.

Cleaning the cutter

When self-adhesive material is being used, it is necessary to remove glue residue at regular intervals to ensure that material continues to be cut and transported correctly. Paper scraps and adhesive can cause malfunctions.

➠ Use non-fluff cloths and cleaning fuel for cleaning. Never work on the cutter blades with hard metal objects! Even the slightest, non-visible damage to the blade can considerably reduce the cutting ability of the cutter .

1. Switch off the device and pull out the mains plug.
2. Remove material and ribbon.
3. Remove glue residue from the top and bottom cutters. It may be necessary to slightly swivel the cutter in order to access the entire cutting edge.

➠ There is danger of being cut by the top and bottom cutters in the vicinity of the cutting edge. Carelessness can lead to cut injuries.

Therefore, pay attention to the following:

- *Take the utmost caution when cleaning the cutter.*
- *Do not touch the cutter with bare hands.*

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